

Secure Information eXchange

User Guide

Background Information

*****Disclaimer*****

This is a government system intended for official use only. Using this system for purposes other than originally authorized may result in prosecution. Information contained in this system is 'privileged' and 'confidential' and intended for use only by the individual or entity to which authorization has been granted. You are notified that any use, copying or dissemination of the information contained in this system outside established agreements is strictly prohibited.

The Secure Information eXchange (SIX) system is designed as a basic service for the specific purpose of securely exchanging private and confidential information between Nebraska Health and Human Services System staff, and their business partners. SIX is a secured web site using an encrypted connection (Secure Socket Layer - SSL) between a registered user and the SIX web site. SIX uses an authentication process called Guardian managed by the State of Nebraska Department of Administrative Services to access the SIX web site. Guardian user ID and passwords are provided to SIX users in two separate communications (first message subject line 'Welcome to Secure Information eXchange', second message subject line 'Second Notice'). First time Guardian users are required to change their temporary Guardian password to a unique password before accessing the SIX system. For more information on Guardian go to <https://guardian.state.ne.us> and access FAQ (frequently asked questions). There you will find additional information on how to use Guardian and how to change user passwords. To address security concerns, Guardian requires passwords be changed every 90 days (see Guardian FAQ for more information). Only registered SIX users are authorized to use this system. To protect all SIX users, user IDs and passwords must not be shared. Only Nebraska Health and Human Services System staff may authorize new users be added to the SIX system.

SIX is based upon the principal that users will create documents on a secure web server using an encrypted connection where the document will remain until retrieved by the intended recipient(s) or deleted by the user or system. Recipients have the option of printing the document, downloading the document to their desktop, or deleting the document.

The SIX web site has the look and feel of an internet email account, but SIX is NOT an encrypted email system or a data repository. It's sole purpose is to provide a secure platform to exchange private and confidential information. A registered SIX user has access to five folders. These folders are located on the left side of each SIX screen. Detailed descriptions for each of these folders can be found in other sections of this document.

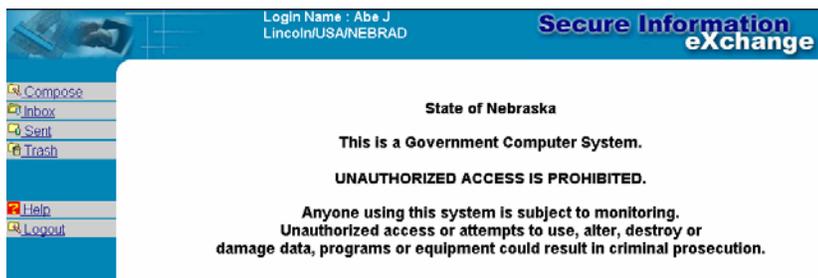
- Compose – displays a blank Compose New Document Screen from which a new document can be created.
- Inbox – displays all documents currently in the user Inbox.
- Sent – displays all documents sent using the Send and Save button.
- Trash – displays all documents that were deleted by the user from the Inbox or Sent folders.
- Logout –terminates your SIX access and returns the browser to the Guardian Login web page.

Each SIX user is assigned a Business Area Contact who can advise you on how your business area will use SIX and what information may be shared though the SIX system. If you have questions or experience problems direct them to your Business Area Contact.

The only browser the SIX system supports is Microsoft Internet Explorer version 5.5 or higher.

SIX Log –In Process

1. Access SIX by entering <https://six.state.ne.us:456> in your Internet browser address window. For easier access in the future, bookmark this link in your Favorites folder. At each login verify the internet address begins with https:// to ensure you are logged on to a secure web site (if the URL does not read https: notify your business area contact immediately).
2. SIX uses Guardian to authenticate you as a registered SIX user. Enter your Guardian user ID and password (provided in the First and Second notice email messages) in the Login dialog box (see example below). First time Guardian users will be directed to change their temporary Guardian password to a unique password before accessing the SIX system. Successful authentication will take you directly to your SIX Welcome Screen.



3. SIX users may change their Guardian password at anytime. To change your password:
 - Go to the Guardian web address <https://guardian.ims.state.ne.us>
 - Enter your user ID and password
 - On the screen displayed click on Guardian Admin under the Health and Human Services title bar.
 - Click on Change Password Icon and follow instructions on the page.

Compose New Document

The Compose New Document folder provides the ability to create a document that contains a text message in the body of the document, add multiple file attachments (maximum accumulated document size of 10 Meg.) and exchange the document with trusted users in their assigned address book. Documents created in the SIX system are stored for 30 days and then automatically deleted from the SIX system.

The body of the document supports simple text only, (no rich text features are supported). It is expected the body of the document will be used to provide a limited amount of information (such as case numbers or general comments like "See attached case file for John Doe"). Detailed or large amounts of information should be compiled in an appropriate format outside of SIX and added as an attachment to the document. SIX supports Word, Word Perfect, Excel, Quattro Pro, PDF, and Zip formats only.

To Compose a new document:

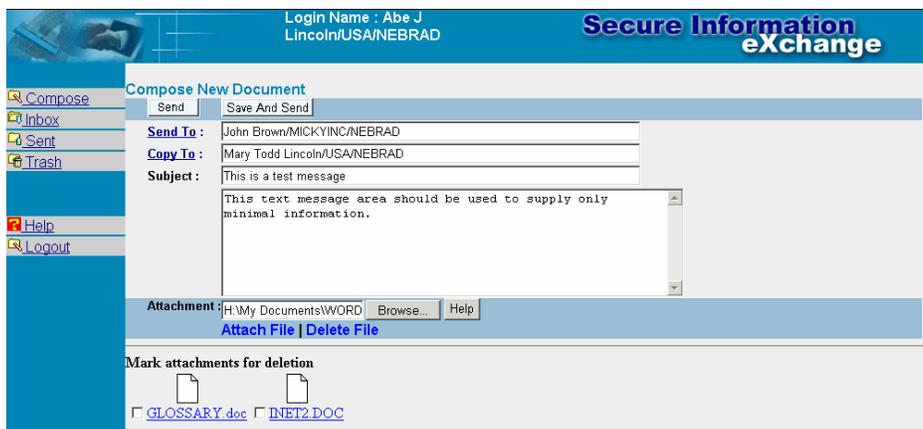
1. Select the Compose folder found on the left side of the current screen and the Compose New Document Screen will display.



2. Address the documents - SIX documents can be sent only to other users registered in your authorized address book. No direct entry is permitted in the Send To: and Copy To: fields. The Send To: and Copy To: field addresses must be assigned by selecting name(s) from assigned address book(s). To access the address book, click on the Send To: or Copy To: field. A new window will display the address book(s) and assigned users (see example below).
 - a) Click the dropdown arrow on the Address Book box field to display all available address books.
 - b) Select the address book to be searched. Names of all the users assigned to the address book will be listed and displayed in alphabetical order by last name in the name box. You may page through the names and select names from the list or search for names by using the Search field.
 - c) To search for a specific user, enter their last name in the Search field and click the Find button. SIX displays names in the address book beginning with search name.
 - d) To complete the To: or CC: fields select one or more names from the name box and click the To button to add them to the Send To: field or click the CC: button to add them to the Copy To: field. The names that appear in the To and CC fields will display the name of their organization. If two or more identical names appear in the Name list box, adding the name to the To: or CC: field will help identify the correct individual to be selected. Please review the full name listed to make sure you have selected the right person. To select more than one name at a time, hold down the control key as you click on each name. To select all names in the address book hold down the shift key and click on the first name and the last name. All names in-between will be highlighted. The names in the To: and CC: box can be edited by highlighting a name and clicking the remove button. To remove all names from the To: or CC: box list click the Remove all button.
 - e) Once all names have been selected, click the OK button and the Compose New Document screen will display the names selected in the Send To: and Copy To: fields.



3. Subject line – enter a short message to identify the purpose of the document, what the document contains, or for whom the document is intended.. The Subject text will display in the Inbox, Sent, and Trash folders to help identify the documents.
4. Message area – Is a text box to be used to provide minimal documentation. There are no rich text or spell check features available for this text field. Detailed information or large amounts of information should be created in a file outside the SIX system and added as attachments to the document.
 - a) Add Attachments – One or more files may be attached to the document. There is a 10 Meg. size-limit for each SIX document. Only attachments with MS Word, MS Excel, Word Perfect, Quattro Pro, and ZIP file extensions are permitted. To send other file types it is recommended that the files be sent as a zip file. To attach a file:
 - Click on the Browse button and locate the file to be attached.
 - Select the file to be attached and click the open button. The file name to be attached will appear in the Attachment box.
 - To attach the file to the document, click on the Attach File button directly below the Attachment box. The attached file name will appear at the bottom of your document. Repeat the same steps for each file you wish to attach to the document. Only one file can be attached at a time.
 - b) Delete Attachment – To delete an attached file before sending the document,
 - Click the check box next to the attachment file name(s).
 - Click on the delete file button (located below the attachment text box) and the attached file(s) will be deleted.

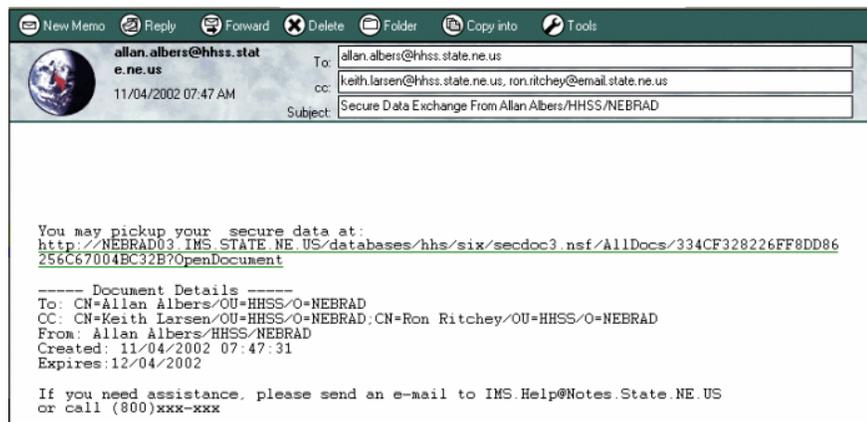


5. Send Notification - To notify the Send To: and Copy To: SIX users that a document has been created for them, click on the Send button located at the top of the Compose screen. The Send button creates an email message containing a web link directly to the document just created and sends a message to each of the names listed in the Send To: and Copy To: fields.
6. Save and Send – To retain a copy of the document created, use the Save and Send button located at the top of the screen. The same email notification process described for the Send button will be completed and SIX will save a copy of the document in your Sent Folder. Documents in the Sent folder will be saved for 30 days and then automatically deleted.

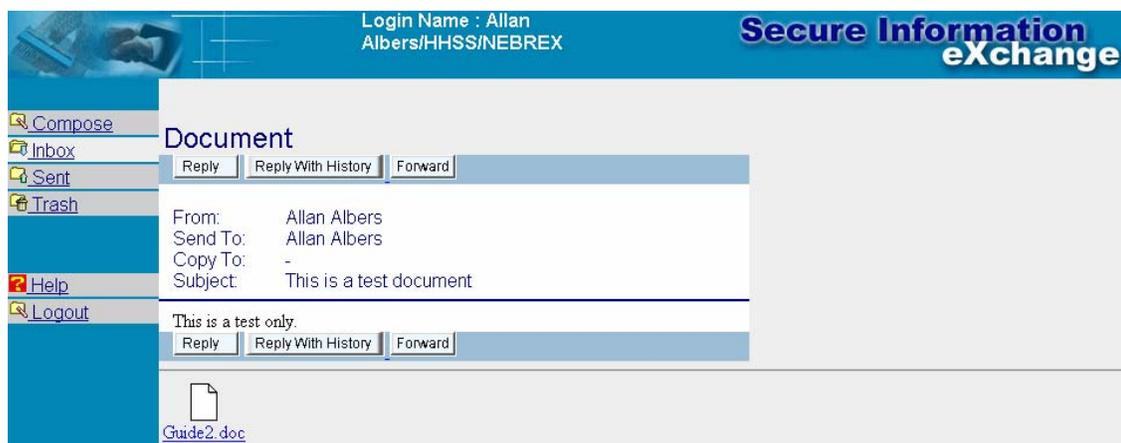
Accessing Documents

SIX sends an email message to each recipient notifying them that a SIX document has been created for them. The notification contains a URL link directly to the document. To open and retrieve the document:

1. Click the URL link in the notification message received. The link will take user directly to the SIX web server. If the user is not already logged into SIX, the user will be directed to Guardian to initiate login (enter valid Guardian user ID and password). Upon authentication the secure connection is established and SIX will display the document in the Document screen format. If your email system does not recognize the URL link, cut and past the URL address in the email message and paste in the address box of your web browser and proceed as described.



2. The Document Screen has the options of opening attachments, responding to the document, or printing the document.



3. To open the attachment(s), double-click on the attachment icon at the bottom of the document screen. The attachment will open on the user's workstation using the appropriate file extension software. Once successfully opened, the user will be able to work with the attachment on their workstation.
4. To respond to the document, the user has the option of Reply, Reply with History, or Forward.
 - Reply and Reply with History will allow the user to return a message to the sender and all the other recipients of the original document notification. The reply will be addressed to the original sender with a Copy To:, to

each of the other recipients of the original document. The only difference between the Reply and the Reply With History is the Reply With History will include the text from the original note and all attachments. By clicking on the Send To: or Copy To: fields the address screen will open and permit the user to add or remove names from the Send To: and Copy To: box.

- Forward button allows the user to forward the document to another SIX user in their assigned address book. To forward the document, click on the Send To: or Copy To: and follow the same procedure to address the document as described in the Compose New Document section. Once the Send To/Copy To: step has been completed click the Send button to forward the document (and attachments) to the names you added to the Send To: and Copy To: boxes. SIX will format and send an Email message with the URL links to this new document to the SIX users in the Send To: and Copy To: fields.

5. To print the document, use your browser print feature. Only the document's text will be printed. To print attachments, each attachment must be opened and printed using the appropriate file extension application

SIX Folders

Compose

The Compose folder displays the Compose New Document screen. The Compose New Document section in this user guide provides details on how to use this folder.

Inbox

The Inbox displays all documents currently accessible to the Inbox owner. For each document the screen displays the Sender, the date the document was created, and the document subject. Each user can only view documents assigned to them. Documents displayed in the Inbox will be automatically deleted after 30 days from the date they were created.

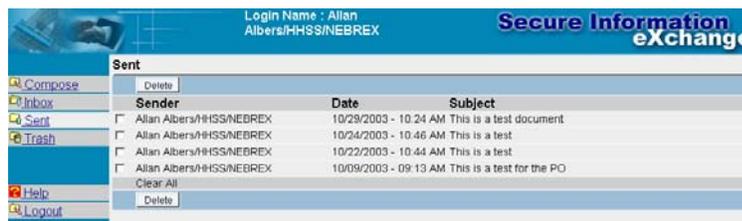
To open any document in the Inbox click on the name in the Sender field of the document to be opened. The Document screen will display the document content with the options for responding to the document. From the Document screen the user may Reply, Reply With History, or Forward the document (see steps as detailed in the Open Document section above).

Inbox owners may delete documents from their Inbox at any time by clicking the check box next to the document(s) and clicking the delete button. The Clear All button will remove delete check mark for all documents flagged for deletion. Documents deleted using the Delete button are moved to the Trash Folder where they will remain until the 30-day expiration date at which time they will be deleted from the system.



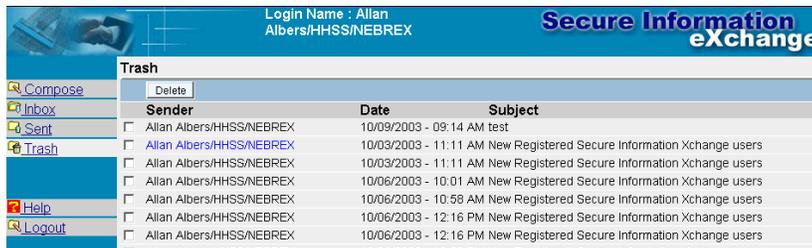
SENT

The Sent folder displays all documents created and sent using the Save and Send button during the Compose function. The Sent folder displays the same information as the Inbox, and for any document in the Sent folder the user may perform the same functions as in the Inbox (Reply, Reply With History, Forward, Delete). Documents in the Sent folder like those in the Inbox will be automatically deleted after the 30-day expiration date.



Trash Folder

Documents deleted from the Inbox or Sent Folder are moved to the Trash Folder. The user may open and perform the same functions for any document in the Trash Folder as those in the Inbox or Sent Folder (Reply, Reply With History, Forward, Delete). Documents in the Trash Folder like those in the Inbox and Sent folder will be automatically deleted 30 days from the date created. Documents deleted from the Trash Folder are immediately removed from the SIX system and cannot be retrieved.

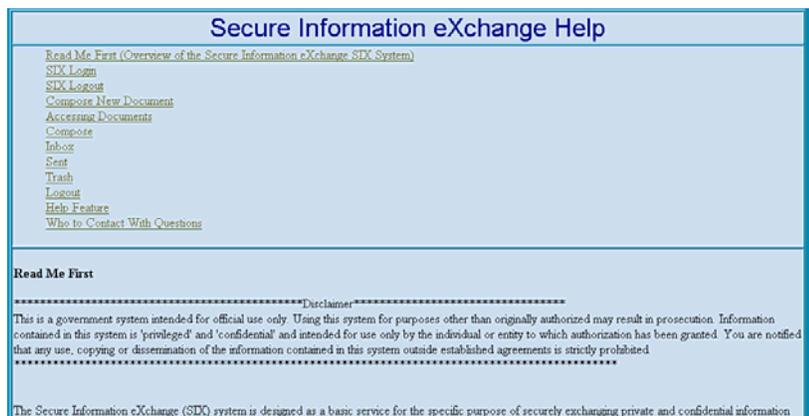


Logout Folder

The Logout folder terminates your SIX secured connections and is used to prevent someone else from using the “Back” button or “History” function to access your SIX account after you have completed activity in the SIX system. This is especially important if SIX was accessed using public or shared computer. Any person on the computer after you will be returned to the Guardian login screen if they try to view activity in your browsers’ history file.

Help Button

The Help button will open a window displaying these instructions on how to use the SIX system.



SIX Log-out

The Logout folder is an important security step to prevent any person using the computer after you from accessing your SIX accounts using the “Back” button or “History” file in your browser. This is especially important if you use a public or shared computer to access the SIX system. To Logout of the SIX system, click on the Logout folder. The Logout function will terminate your SSL connection to SIX and returns the browser to the Guardian Login screen. From the Guardian Login screen you may exit your browser or access additional Internet Sites. Due to individual browser setting the log-out function may open the Guardian Login screen in a new window leaving the SIX window open. If this should occur simply close both the Guardian window and Six window. The log-out function will have terminated your SSL connection and all links back to any access to the SIX system insuring no unauthorized access is permitted.

Who to Contact With Questions

HHSS Business Partners

Each user was added to SIX through a request from a Nebraska Health and Human Services business area and was assigned a business contact from that business area. The name and contact information for your business area contact was provided to you in the two communication messages that provided your Guardian user ID and password. If you have questions on how SIX should be used to exchange information to meet business requirements or problems with accessing SIX direct them to your business area contact.

HHSS Staff

HHSS Staff are added to SIX through a request from a Nebraska Health and Human Services business area and are assigned a business area contact from that business area. The name and contact information for your business area contact was provided to you in the two communication messages that provided your Guardian user ID and password. If you have questions on how SIX should be used to exchange information to meet business requirements, direct those questions to your business area contact. For any other issues related to SIX contact the HHSS Help Desk.